(b) Majority of complaints relate to staff attitude and delay at Check-in counters.

(c) Following steps have been taken to bring about reduction in complaints:—

1. Intensive Training Programme for staff at all levels in key areas of customer contact.

2. Better servicing by computerisation in key area.

3. Improved and prompt handling of passenger complaints.

4. More intensified sales calling pattern of Commercial Houses and Travel Agents to provide better services and facilities.

Railway Link between Bangalore and Visakhapatnam

972. PROF. C. LAKSHMANNA: Will the Minister of RAILWAYS be pleased to state:

(a) whether there is any proposal under Government's consideration to introduce a fast train between Bangalore and Visakhapatnam so as to link two fast growing urban agglomarations;

(b) if so when this train is likely to be introduced; and

(c) if the answer to part (a) above be in negative, what are the reasons for not introducing such a train which will connect several agricultural and industrially growing areas between the two places?

THE DEPUTY MINISTER IN THE MINISTRY OF RAILWAYS (SHRI MAHABIR PRASAD): (a) No, Sir.

(b) Does not arise.

(c) The appropriate route from Bangalore to Visakhapatnam is *via* Madras A suitable train service from Bangalore to Visakhapatnam with a single changeover at Madras already exists.

Government Grants to Voluntary Organisations

973. SHRI SHANKER SINH VAGHELA: Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state:

(a) what are the names, locations and addresses of voluntary organisations and institutions which have obtained Government grants for collection and preservation of manuscripts and alo of manuscript libraries which have received grants for maintenance; and

(b) whether technical and scientific services from National Archives of India are provided to voluntary organisations and libraries to save and preserve their manuscripts; if so, in what manner and if not, the reasons therefor?

THE MINISTER OF STATE IN THE DEPARTMENTS OF EDUCATION AND CULTURE IN THE MINISTRY OF HUMAN RESOURCE DEVELOPMENT (SHRI L. P. SHAHI): (a) The National Archives of India is operating a scheme for the preservation of manuscripts under which financial assistance is provided to voluntary organisations/institutions. The grants given to various organisations/institutions during the last 3 years is indicated as per Statement attached. [*See* Appendix CXLVI, Annexure No. 32].

(b) Yes Sir. The National Archives of India provides technical know-how for scientific preservation; repair and conservation; reprographics and microfilming of rare and valuable manuscripts. It also holds workshops and training programmes in these disciplines

Computer Feeding of Manuscripts

974. SHRI KAILASH PATI MISHRA:

SHRI ATAL BIHARI VAJPAYEE:

Will the Minister of HUMAN RESOURCE DEVELOPMENT be pleased to state: